

REMARKS

Claims 1-3 and 6-22 have been amended.

New claims 23-25 have been added

Claims 1-25 are now pending. Reconsideration is respectfully requested.

I. REJECTION OF CLAIMS 1, 2, 11-13 AND 22 UNDER 35 U.S.C. § 102(e) AS BEING ANTICIPATED BY SULLIVAN ET AL. (U.S. PATENT NO. 6,615,240; HEREINAFTER SULLIVAN):

The present invention as recited in claim 1, for example, relates to a client machine, which is connected to a server machine providing information by a communication line and displays an answer screen according to a question of a user. The client machine comprising a primary answer section which receives the question from the user, finds an answer to the question inside the client machine and indicates the answer and a client information accumulation section which accumulates client information indicating the question and/or a history of a primary answer screen display according to the question received by said primary answer section.

The present invention as recited in claim 1, for example, further comprises a secondary answer request section, which transmits the client information accumulated in said client information accumulation section to said server machine and requests the sever machine the answer to the question of the user when the answer to the question is not found inside the client machine and a secondary answer section, which obtains the answer transmitted from the server machine according to the request for the answer to said server machine by said secondary answer request section and displays the secondary answer screen indicating the answer.

Sullivan discloses in FIG. 7, a dynamic guided self-help in technical support chain automation system which allows a user to find an answer to a technical support question (see column 2, lines 12-21). Specifically, the user may attempt to solve the problem through the guided self-help process or seek "live-help" from a technical support engineer located at a server platform. If the self-help function is enabled, the user's default Web browser is launched and the user's identity is established and a self-help home page is displayed on the user's default browser. The self-help home page displays a starting point to enable the user to attempt to solve the problem (see column 8, lines 11-51).

The Examiner asserts that the self-help technique disclosed in Sullivan at column 4, lines 44-51, teaches the primary answer section of the present invention. However, the Applicants respectfully disagree. The self-help technique of Sullivan does not disclose finding an answer to the question inside of the client machine.

The Examiner also asserts that Sullivan disclose "a client information accumulation section" at column 8 lines 8-51. However, the Applicants respectfully disagree. Sullivan merely discloses testing whether the user's identity has been established by an automated technical support system and if not, obtaining the user's contact information to store in a registry (see column 8, lines 26-37). However, Sullivan does not teach or suggest accumulating the question and/or history of a primary answer screen display according to the question received by the primary answer section.

Although the above comments are specifically directed to claim 1, it is respectfully submitted that the comments would be helpful in understanding differences of various other rejected claims over the cited reference. Therefore, it is respectfully submitted that the rejection is overcome.

II. REJECTION OF CLAIMS 5, 7-10, 16 AND 18-21 UNDER 35 U.S.C. § 103(a) AS BEING UNPATENTABLE OVER SULLIVAN IN VIEW OF GALDES ET AL. (U.S. PATENT NO. 6,177,932; HEREINAFTER GALDES):

As mentioned above, Sullivan fails to disclose all of the features as recited in the present invention. In addition, Galdes fails to disclose the deficiencies of Sullivan.

Galdes discloses a method and apparatus for network based customer service which allows a user to submit a help request via email, telephone, or other method (see column 4, lines 41-51).

However, the combination of Sullivan and Galdes fails to establish a prima facie case of obviousness. Therefore, it is respectfully submitted that the rejection is overcome.

III. CONCLUSION

In view of the foregoing amendments and remarks, it is respectfully submitted that each of the claims patentably distinguishes over the prior art, and therefore, defines allowable subject matter. A prompt and favorable reconsideration of the rejection along with an indication of allowability of all pending claims are therefore respectfully requested.

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If there are any additional fees associated with filing of this Amendment, please charge the same to our Deposit Account No. 19-3935.

Respectfully submitted,

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